

**Quality and Productivity Commission Meeting
Minutes of March 2, 2015**



**County of Los Angeles
Quality and Productivity
Commission**

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PRESENT:

Rodney Gibson
Walter Allen, III
Jacki Bacharach
Charles Bakaly
Viggo Butler
Marshal Chuang
Evelyn Gutierrez

Nancy Harris
Jaclyn Tilley Hill
Shawn Landres
Huasha Liu
Edward McIntyre
William Waddell
Joseph Wetzler

ABSENT:

Bud Treece

CALL TO ORDER

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:03 a.m. in Room 743 of the Kenneth Hahn Hall of Administration.

APPROVAL OF THE MINUTES OF JANUARY 26, 2015

Commissioner Landres noted that Supervisor Kuehl's name was misspelled on page two and three.

On motion of Commissioner Waddell, seconded by Commissioner Bacharach, the minutes of January 26, 2015, were unanimously approved with corrections.

**ACTION ON RECOMMENDATIONS OF PRODUCTIVITY
INVESTMENT BOARD FOR PROPOSALS FOR 3RD QUARTER,
FISCAL YEAR 2014-2015**

Chair Gibson wanted to remind Commissioners who are on the Productivity Investment Board (PIB) that all their questions should have been answered during the PIB meeting and therefore, no additional questions should be asked unless absolutely necessary. Also, a reminder that department representatives will not be making a presentation on their project. They are here to answer questions only.

Commissioner Hill reported that two proposals are before the Commission. Public Health (*Partnership for TB Elimination: Preventing Tuberculosis Among Foreign Born Persons Seeking Permanent Residency in Los Angeles County*) and Human Resources (*Recruitment and Selection for IT Job Classifications*).

Chair

Rodney C. Gibson, Ph.D.

1st Vice-Chair

Jacki Bacharach

2nd Vice-Chair

Nancy Harris

Chair Emeritus

Jaclyn Tilley Hill

Immediate Past Chair

Edward T. McIntyre

Walter Allen, III

Charles G. Bakaly, Jr.

Viggo Butler

Marshal Chuang

Evelyn M. Gutierrez

J. Shawn Landres, Ph.D.

Huasha Liu

Bud Treece

William C. Waddell, DBA

Joseph P. Wetzler

Executive Director

Victoria Pipkin-Lane

Program Manager

Mary E. Savinar

Program Support

Laura Perez



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effective and caring service"**

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15.15 – Public Health, Partnership for TB Elimination: Preventing Tuberculosis Among Foreign Born Persons Seeking Permanent Residency in Los Angeles County, \$175,000 grant. PIB Recommendation: Approve \$175,000 Grant

Commissioner Landres introduced the project. The grant will be used to support implementation and expansion of Tuberculosis (TB) screening and provision of preventive treatment to immigrants who are evaluated by Civil Surgeons in Los Angeles County. Improved treatment will prevent a significant number of future TB cases among permanent residence applicants. This project represents a pilot that not only improves outcomes, but if successful, will serve as an effective preventative measure.

Cynthia Harding, Acting Director, Catherine Mak, Peter Kerndt, and Bob Farley of the Public Health were in attendance to answer questions.

After discussion, the motion to approve a \$175,000 grant was unanimously approved.

15.16 – Human Resources, Recruitment and Selection for IT Job Classifications, \$150,000 grant. PIB Recommendation: Approve \$150,000 Grant

Commissioner Harris introduced the project. The grant will be used to contract with an expert third party administrator and consultant to review the County's IT position recruitment and selection process. The aim is to enhance the County's recruitment and selection processes for IT job classifications to provide County departments with highly-qualified candidates in a timely manner.

The project has received support by the Chief Information Office (CIO). Upon the Commission's approval, the CIO will commit another \$150,000 to the project.

Lisa Garrett, Director, Shawn Atin, Jigger Rentino and Murtaza Masood of Human Resources were in attendance to answer questions.

After discussion, the motion to approve a \$150,000 grant was unanimously approved.

Commissioner Hill wanted to know if the Chair had an interest in changing procedures during the PIB project motions to discuss issues that come up, such as Public Health's TB Project asking for advocacy, or questions regarding outsourcing in the future for Human Resources, at a separate time. This might assist in keeping the meeting flowing and save time.

Commissioner Gibson thought the department visit might be an ideal time to bring up additional factors that might have come up during a PIB motion. This is something that can be considered for discussion in the future.

Commissioner Landres felt that there is an opportunity for the Commission to hear the department about its concerns and serve internally as its clearinghouse to acquire information. The Commission can find out if concerns are shared by other departments and see if they want to collaborate with one another.

Commissioner Landres felt that during the next Strategic Planning retreat that the Commission's Charter Policy and the role of advocacy and the Commission should be a topic of discussion.

CHAIR'S REPORT

Chair Gibson gave the following report:

- The Board has approved the appointment of Commissioner Gutierrez to fill the unexpired term of retired Commissioner Pat Johnson. Commissioner Liu was also reappointed by the Board
- On tomorrow's agenda is the appointment of Will Wright to fill the term of former Commissioner Bill Sullivan. Mr. Wright works for the American Institute of Architects/Los Angeles and comes highly recommended by the Fifth District
- Supervisor Hilda Solis is vetting candidates and will select a representative soon
- Looking forward to meeting with Interim Chief Executive Officer, Sachi Hamai, on March 11. Discussion items will include an increase in the Productivity Investment Fund, Department Visits, and the Commission's two major events (Leadership Conference and Productivity and Quality Awards ceremony). He will report back to the Commission after the meeting
- The Strategic Foresight Working Group, Chaired by Commissioner Landres, will take the lead in reviewing the current Strategic Plan. The next meeting is on March 11 at 10 a.m. It has been changed from the March 9 date
- The Executive Committee will compile the agenda for the retreat at the next meeting on April 6. Please be sure to have May 14 on your calendar's for an all-day retreat at Eaton Canyon in Pasadena
- On February 24, Commissioner Pat Johnson was honored by the Board of Supervisors, led by Supervisor Antonovich. There was good representation from the Commission. A big thank you to Commissioners Hill, Waddell, McIntyre, Gutierrez, Landres, Chuang, and Bakaly for attending
- Commission staff is collecting \$25 from each Commissioner to replenish the coffee fund
- County Counsel has advised the Commission to avoid a quorum at department visits. Therefore, only eight Commissioners can attend department visits at one time. Be sure to let staff know right away if you plan to attend
- If any Commissioner feels there may be a conflict of interest in their personal or professional career with Commission duties and would like clarification, Commission staff will put you in touch with County Counsel

PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT

Jennifer Coultas, PMN Co-Chair, made the following report:

- The PMN Executive Committee kicked off the new year on February 9 to plan for the PMN General Meeting and Training
- The Network met on February 19 for the first General Meeting and Training. The meeting was hosted by ISD. Over 40 managers attended, including two board deputies from the Third District, Torie Osborne and Nik Swiatek
 - Dr. Keith Norris and Keyonna King spoke to the managers about Healthy Aging
 - Sarah Ahonima of the Coroner's office discussed tips to prepare for the Commission's department visit
 - Jac Fagundo of ISD made a presentation on eCloud
 - A tour of the eCloud server room and Enterprise Console control room followed the meeting
- The PMN Executive Committee is in the process of planning for the May 6 PMN meeting. The location will be at the Museum of Art. Staff has offered the "Brown Auditorium" for the meeting, followed by a tour of the Art and Technology Center. Scott Tennent, Director of Executive Communications, has offered to make a brief presentation to the managers. More details to follow
- There are a number of managers retiring or leaving their roles. There have been a number of new managers assigned. Plan to have another New Managers' orientation sometime in June to train the remaining new managers

Commissioner Landres and Gutierrez proposed having certificates presented from the Commission to long-time serving managers who are leaving as a way to thank them for their many years of service

EXECUTIVE DIRECTOR'S REPORT

Victoria Pipkin-Lane gave the following report:

- There is a \$25 charge for lost County ID badges. A police report, affidavit, and a receipt for the \$25 payment from Fiscal Services needs to be submitted to the Human Resources Section of the Executive Office before a replacement ID badge is issued
- The Strategic Foresight Working Group Committee packet is going out today. The meeting will be held on March 11 at 10 a.m. in the Commission's conference room
- Another reminder that staff is collecting \$25 for the coffee and refreshment fund
- The Board continues its reorganization of County government. Last week, the Board approved a motion that includes repealing the 2007 interim governance ordinance, which created the CEO and Cluster structure. Interim CEO Sachi Hamai will report back to the Board within 60 days with specific recommendations to amend the County Governance structure

- Commission staff is busy with the County's Annual Green Leadership Awards program, delegated to staff by the Board of Supervisors. Awards are presented as part of the County's official observance of Earth Day in April
- Staff is working with the offices of Supervisor Hilda Solis and Mark Ridley-Thomas on the appointment of their respective Productivity Managers

LEADERSHIP CONFERENCE

Commissioner McIntyre reported the following:

- The Leadership Conference Committee met on February 18. By consensus, the Committee has named this year's conference: Innovation in Customer Service: Access, Care and Response
- The Leadership Conference will be on May 27, 2015. They will have three main speakers. The outside speaker will be Dr. Tad Funahashi, Chief Innovation and Transformation Officer for Kaiser Permanente. Dr. Mitchell Katz (Health Services) will make a presentation on external customer service (eConsult), and John Naimo (Auditor-Controller) will make a presentation on internal customer service (MARS). There will also be an innovation panel with Margaret Todd (Public Library), Sheryl Spiller (Public Social Services) and Sachi Hamai (CEO), who will speak on models of customer service. All the speakers have been confirmed
- The conference will have the Audience Response System and there are discussions to have a flash drive with all the power point presentations to hand out

OPEN DISCUSSION

Commissioner Landres informed that he attended the Shared Use Mobility Conference where Commissioner Bacharach was the featured speaker. It is always good to have an opportunity to hear Commissioners in action in other ways

PUBLIC COMMENT

None

ADJOURNMENT

On motion by Commissioner Bacharach, seconded by Commissioner Liu, the meeting adjourned at 11:53 a.m.

The next Full Commission meeting will be on Monday, April 13, 2015, in Room 739, Kenneth Hahn Hall of Administration.